07-21-06

Express Mail Label No.: EV829090287US Date of Deposit: July 19, 2006

Attorney Docket No.: 27996-133 (formerly 103180-45024)



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Peter Tavernese Jr.

Examiner:

Nguyen, Quynh H.

Serial No.:

09/745,305

Group Art Unit:

2642

Filed:

December 21, 2000

Confirmation No:

2060

Title:

CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH

CUSTOMER SERVICE AGENTS

MAIL STOP AMENDMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

Transmitted herewith for filing in the present application are the following documents:

- 1. Amendment and Response to Non-Final Office Action dated April 19, 2006 under 37 C.F.R. 1.111 (12 pages); and
- 2. Return Postcard.

The Director is hereby authorized to charge any additional fees that may be due to Deposit Account No. 50-0311, Ref. No. 27996-133, Customer No. 35437.

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at 212-935-3000.

Dated: July 19, 2006

Boris A. Matvenko, Reg. No.: 48,165

Attorney for Applicant

Respectfully submitted.

MINTZ LEVIN COHN FERRIS, et al.

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AMENDMENT AND RESPONSE UNDER 37 C.F.R. 1.111

Sir:

In response to the non-Final Office Action, dated April 19, 2006, please consider the following remarks.

Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.